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TAB SECTION: 4

X ACTION REQUIRED

DATE OF MEETING: 3/26/09

PREPARED BY: Rodriguez

DATE MATERIAL PREPARED: 3/16/09

AGENDA ITEM: Adopt MHSOAC Comments on DMH Proposed Issues Resolution Process

ENCLOSURES:

- Draft Response to DMH on Proposed Issue Resolution Process
- DMH Proposed Issue Resolution Process Flowchart

OTHER MATERIAL RELATED TO ITEM: Tab 7 of February 27, 2009 MHSOAC meeting

Issue

At the February 27, 2009 Commission meeting, staff presented the DMH proposed Issue Resolution Process. The enclosed flow chart illustrating the proposed process is enclosed for your information. Also refer to Tab 7 of the February 27, 2009 meeting packet.

Several Commissioners provided feedback. Staff was directed to draft a response to DMH on the proposed Issue Resolution Process (enclosed).

Background

In early 2008, MHSOAC staff participated in a work group convened by DMH to develop a proposed issue resolution process for complaints made by stakeholders on issues related to the development and implementation of county MHSA components.

On April 2, 2009, DMH will be conducting a statewide webinar to solicit stakeholder input on this proposed process. The MHSOAC will provide comment via the enclosed draft response.

Since the process began prior to establishing a MHSOAC committee structure, this issue was not brought before a committee. Therefore, staff asked the Chairs and Vice Chairs of the Client and Family Leadership Committee, the Cultural and Linguistic Competence Committee and Mental Health Services Committee to review the draft letter.

Proposed Motion:

The MHSOAC adopts the draft response to the DMH Proposed Issue Resolution Process and directs staff to communicate the Commission's feedback to DMH.